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To: Microsoft ATR
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Subject: Microsoft Settlement

The Microsoft operating systems starting from Windows 98 to the current XP have filters & command lines written within that causes non Microsoft software programs to stall or crash. The error message in the Close Program box is usually Not Responding. No matter how much Ram is being used or what the processor speed is this message appears. My company builds computer systems installs hardware & software and troubleshoots many PC problems. It has been my experience that the bulk of my troubleshooting calls have been non Microsoft software problems. Usually on the new systems that someone has purchased will have Windows 98 NT ME 2000 & XP as the operating system. Common problems are the driver files located in these operating systems. To fix the problem a mass majority of the time I have to uninstall either the hardware or software and then reinstall it with the disk provided by the manufacturer. Ninety-nine percent of the time the first uninstallation/reinstallation works. There have been times when I had to do this two or three times and keep rebooting the computer to get it to accept the files from the manufacturer instead of the files provided by the Windows operating system. I currently have Windows 98-Second Edition on my home PC and find that system actually helps troubleshoot problems with other Microsoft OS s. Windows 3.1 and 95 didn t carry the same command lines as the newer OS s thus they had less failures. No company should be allowed to dominate a market such as Microsoft. This is America and it should be an equal opportunity for all computer manufacturers. After all computers in this country run a mass majority of business both in the work place and now more so in the private homes of Americans. This should give all companies the opportunity to develop hardware & software that is compatible. For that reason alone companies like Gateway Compaq Packard-Bell & Apple/MacIntosh aren t very successful in the computer